



Consumer Satisfaction Services, Inc.
QUARTERLY REPORT

Capital Region
3rd Quarter
2018/2019

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By
Consumer Satisfaction Services

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Executive Summary

Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance abuse recovery, or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

CSS, in collaboration with the System Improvement Committee (SIC) recently modified the satisfaction survey tool in order to create a new tool that is specific for Crisis Intervention as some of the questions in the original tool do not apply for this level of care. The Crisis Intervention tool seeks to identify strengths and opportunities for this specific level of care and avoid the confusion of questions that apply to levels of care that are lengthy or ongoing. CSS sought and received input from County Crisis Intervention Program Directors and a statistician prior to implementation of the final tool. The survey consists of 27 questions that cover topics including satisfaction with Perform Care, satisfaction with services being received, and the impact of services on over-all life improvement.

Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

Statistical Analysis

Consumer Satisfaction Services utilizes the data analysis programs SNAP and SPSS. The Mean Satisfaction Score is calculated for each individual based on responses to 17 of the survey questions. These 17 questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5×17) and the lowest possible score is 17 (1×17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this report indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level

is between .05 and 1.0. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree/Much Better and Agree/Better scores of 85% or above indicate high satisfaction, and Strongly Disagree/Much Worse and Disagree/Worse scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total (n=578) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Survey Information

- Sample: The survey represents 578 (n=578) respondents from the Capital Region including 373 adult consumers (64.5%) and 205 child/adolescents (35.5%).
- Sample: Of the 373 adult consumers, 364 (97.6%) responded for themselves, 3 (0.8%) had a parent/guardian respond for them, and 6 (1.6%) responded for themselves with the additional input of a parent/guardian. Of the 205 child/adolescent consumers, 171 (83.4%) had a parent/guardian respond for them, and 34 (16.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 1 treatment level of care was utilized by respondents and is included in this reporting period, Crisis Intervention services.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 578 interviews 529 (91.5%) were face-to-face and 49 (8.5%) were conducted by phone.

Services

The survey has 13 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their Crisis Intervention services.

Both adult and child/adolescent respondents, unless otherwise noted, reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 90.5% I was treated with dignity and respect by the crisis worker Q15.
- 87.4% I was involved as much as I could be in determining what care I received Q9.
- 86.6% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.3% Child: The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services Q10.
- 85.8% Adult: I felt comfortable asking the crisis worker questions Q13.
- 85.5% Adult: I felt crisis responded to my needs in a timely manner Q8.

- 85.0% Adult: The crisis worker spent adequate time with me Q14.
- 85.0% Adult: I trusted the crisis provider Q16.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 18.5% Child/Adolescent: I felt supported by the crisis worker during my crisis experience Q7.
- 18.5% Child/Adolescent: I felt crisis responded to my needs in a timely manner Q8.
- 15.6% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.
- 15.6% Child/Adolescent: The crisis worker spent adequate time with me Q14.
- 15.6% Child/Adolescent: Overall, I am satisfied with the crisis services I received Q19.

Outcomes of Services

The survey asks consumers 4 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 71.6% to 78.5% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 12.6% to 16.6% of responses reflect that no change has resulted from involvement in services. Only 4.7% to 8.1% of responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
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Request for Assistance

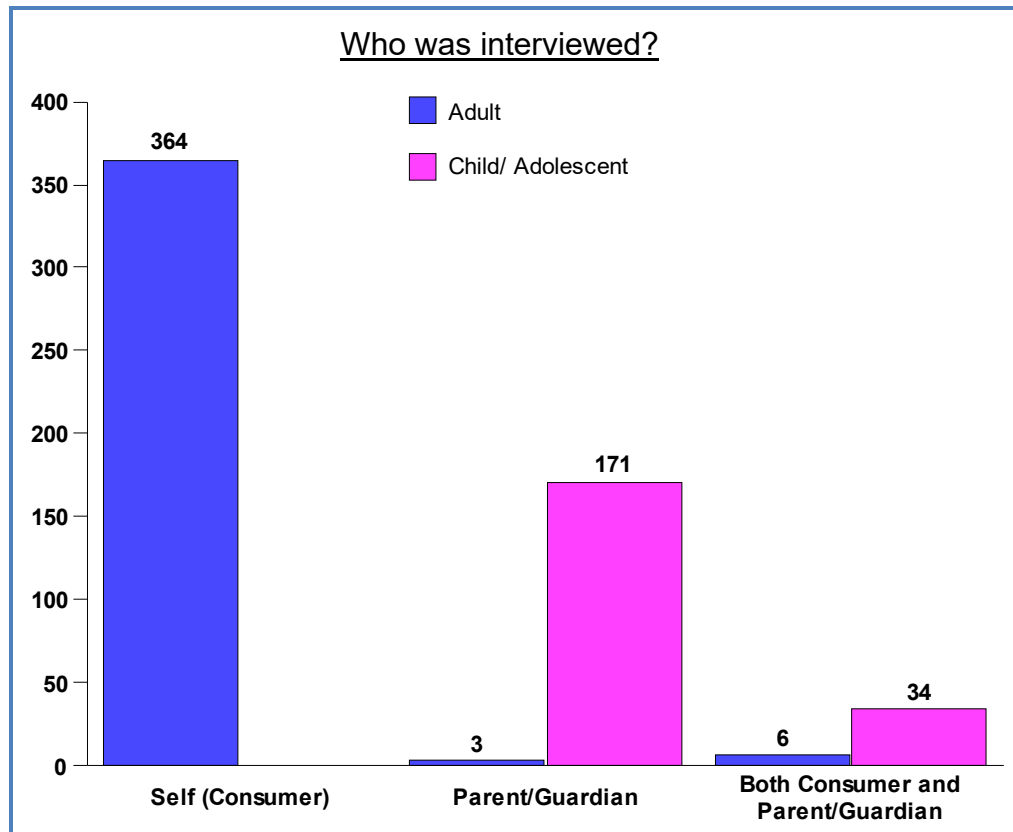
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

- CSS had no Requests for Assistance for the 3rd Quarter 18-19.

*If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event and it is reported in the provider specific report within the consumer comments.

Survey Information

- Sample: The survey represents 578 ($n=578$) respondents from the Capital Region including 373 adult consumers (64.5%) and 205 child/adolescents (35.5%).
- Sample: Of the 373 adult consumers, 364 (97.6%) responded for themselves, 3 (0.8%) had a parent/guardian respond for them, and 6 (1.6%) responded for themselves with the additional input of a parent/guardian. Of the 205 child/adolescent consumers, 171 (83.4%) had a parent/guardian respond for them, and 34 (16.6%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 1 treatment level of care was utilized by respondents and is included in this reporting period, Crisis Intervention services.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 578 interviews 529 (91.5%) were face-to-face and 49 (8.5%) were conducted by phone.

Below is a table of the method of interview by county

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	578	137 23.70%	207 35.80%	123 21.30%	86 14.90%	25 4.30%
Adult- Method of Interview						
In Person	343	78 22.70%	128 37.30%	76 22.20%	52 15.20%	9 2.60%
Phone	30	3 10.00%	13 43.30%	8 26.70%	6 20.00%	0 0
Child/Adolescent- Method of Interview						
In Person	186	50 26.90%	62 33.30%	36 19.40%	26 14.00%	12 6.50%
Phone	19	6 31.60%	4 21.10%	3 15.80%	2 10.50%	4 21.10%

County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (35.8%). The remaining respondents reported residence in Cumberland (23.7%), Lancaster (21.3%), Lebanon (14.9%), and Perry (4.3%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	578	137 23.70%	207 35.80%	123 21.30%	86 14.90%	25 4.30%
Age Type						
Adult	373	81 21.70%	141 37.80%	84 22.50%	58 15.50%	9 2.40%
Child/ Adolescent	205	56 27.30%	66 32.20%	39 19.00%	28 13.70%	16 7.80%

Method of Services: A respondent's method of Crisis Intervention service was entered by the CSS surveyor at the time of survey completion. This information was provided to CSS in advance with claims data.

The table below shows the respondent's method of services based on age type. The total number (n) will not equal 578 due to instances where consumers received more than one method of service.

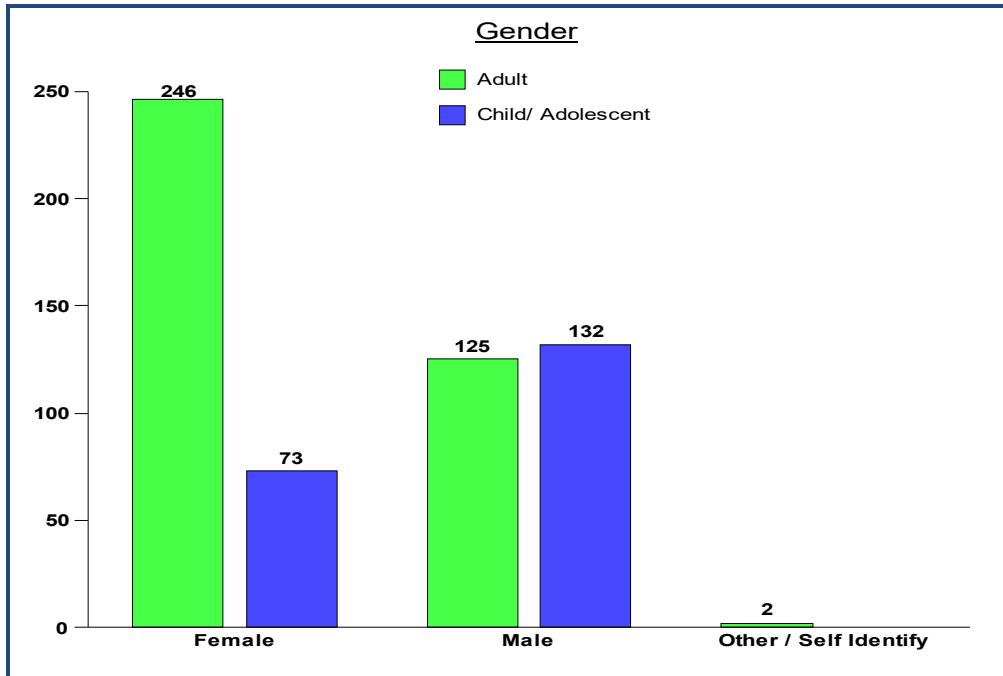
	Total	Method of Services		
		Phone	Walk-In	Mobile (ER, Home, School, Police Station, etc.)
Total	578	251	184	276
Age Type				
Adult	373	164 44.00%	121 32.40%	170 45.60%
Child	205	87 42.40%	63 30.70%	106 51.70%

Method of Services by Provider: The table below shows the respondent's method of services by service provider. The total number (n) will not equal 578 due to instances where consumers received more than one type of Crisis service.

		Name of Treatment Facility					Total
		DAUPHIN COUNTY HUMAN SERVICES	HOLY SPIRIT HOSPITAL	KEYSTONE RURAL HEALTH CENTER	LANCASTER COUNTY HUMAN SERVICES	PHILHAVEN	
Method of Services	Phone	47	61	0	106	37	251
		28.00%	33.20%	0.00%	90.60%	38.90%	
	Walk-In	10	145	14	7	8	184
		6.00%	78.80%	100.00%	6.00%	8.40%	
	Mobile (ER, Home, School, Police Station, etc.)	137	30	1	32	76	276
		81.50%	16.30%	7.10%	27.40%	80.00%	
Total		168	184	14	117	95	578

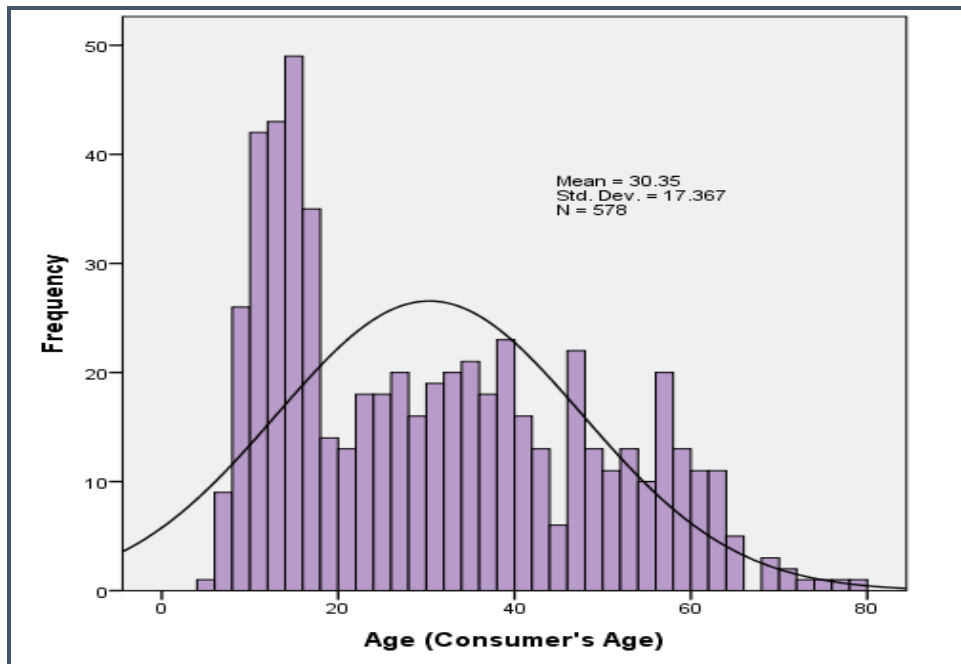
Demographic Information

- Gender: Overall, the sample is 55.2% Female (319), 44.5% Male (257), 0.3% Self-Identify/Other (2). Of the 373 adult consumers, 66.0% Female (246), 33.5% Male (125), 0.5% Self-Identify/Other (2). Of the 205 child/adolescent consumers, 35.6% Female (73) and 64.4% Male (132).



- Age: Age of all respondents ranged from 5-79 years, with a mean age of 30.35 (SD 17.367).

Age of All Respondents



- Race: 331 respondents (57.3%) reported their race as White/Caucasian, 115 (19.9%) as African American, 79 (13.7%) as Hispanic/Latino, 36 (6.2%) as Multi-Racial, 8 (1.4%) as Native American/American Indian, 5 (0.9%) as Other, 3 (0.5%) as Asian/Pacific Islander, and 1 (0.2%) did not answer this question.

	Total	Age Type	
		Adult	Child/ Adolescent
Total	578	373 64.50%	205 35.50%
Race			
African American	115	75 65.20%	40 34.80%
Asian/Pacific Islander	3	3 100.00%	0 0
Hispanic/Latino	79	42 53.20%	37 46.80%
Native American / American Indian	8	7 87.50%	1 12.50%
White / Caucasian	331	229 69.20%	102 30.80%
Multi-Racial	36	13 36.10%	23 63.90%
Other	5	3 60.00%	2 40.00%
Did Not Answer	1	1 100.00%	0 0

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this report indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

- **Survey Information:** Overall, 197 of the 578 respondents (34.1%) reported they had been interviewed by their provider within the last year, 304 (52.6%) reported they had not been interviewed, 71 (12.3%) were not sure, and 6 (1.0%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	578	197 34.10%	304 52.60%	71 12.30%	6 1.00%
Age Type					
Adult	373	131 35.10%	189 50.70%	51 13.70%	2 0.50%
Child/ Adolescent	205	66 32.20%	115 56.10%	20 9.80%	4 2.00%

Our analysis found no significant differences in total satisfaction based on provider interviews during the last year.

- Sought Services: Of the 578 consumers, 363 (62.8%) reported that they sought out crisis services for themselves. 195 consumers (33.7%) reported that they did not seek out crisis services for themselves, 17 (2.9%) were not sure, and 3 (0.5%) consumers felt that this question did not apply to them.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	578	363 62.80%	195 33.70%	17 2.90%	3 0.50%
Age Type					
Adult	373	288 77.20%	70 18.80%	14 3.80%	1 0.30%
Child/ Adolescent	205	75 36.60%	125 61.00%	3 1.50%	2 1.00%

Total Satisfaction Score				
Did you seek out crisis services for yourself?		N	Mean	Std. Deviation
Adult	Yes	288	68.73	9.06
	No	70	66.89	10.41
	Not sure	14	62.28	11.91
	Total	372	68.14	9.51
Child/Adolescent	Yes	75	66.87	9.70
	No	125	66.69	11.98
	Not sure	3	64.97	7.74
	Total	203	66.73	11.10

Our analysis indicates that adult consumers who sought out services for themselves reported significantly higher total satisfaction than those who were not sure if they sought out services for themselves.

Demographic Analysis

Total Satisfaction Score				
Age Type	County of Residence	N	Mean	Std. Deviation
Adult	Cumberland	81	66.69	9.38
	Dauphin	141	69.19	8.12
	Lancaster	84	65.45	10.76
	Lebanon	58	70.10	9.69
	Perry	9	76.90	7.74
	Total	373	68.13	9.50
Child/Adolescent	Cumberland	56	65.95	8.92
	Dauphin	66	69.38	10.67
	Lancaster	39	66.13	9.97
	Lebanon	28	64.49	13.37
	Perry	16	63.00	16.43
	Total	205	66.66	11.14

Our analysis indicates that adult consumers who reside in Perry County report significantly higher total satisfaction than those who reside in Cumberland and Lancaster Counties. Adult consumers who reside in Lancaster County reported significantly lower total satisfaction than those who reside in Dauphin, Lebanon, and Perry Counties.

Mean Satisfaction of Treatment Facilities

- Data was collected from 5 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

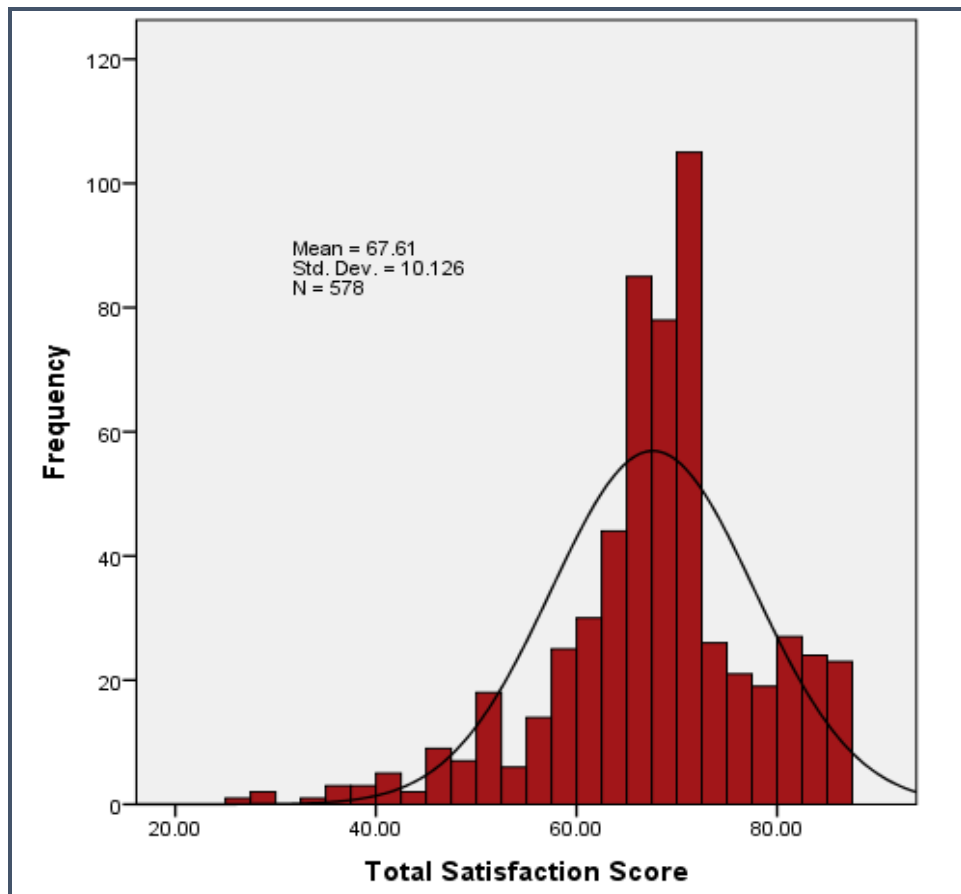
Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
KEYSTONE RURAL HEALTH CENTER	10	71.38	6.57
PHILHAVEN	68	70.17	9.28
DAUPHIN COUNTY HUMAN SERVICES	108	69.19	7.75
HOLY SPIRIT HOSPITAL	109	67.43	9.73
LANCASTER COUNTY HUMAN SERVICES	78	65.46	11.19
Total	373	68.13	9.50

Child			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
DAUPHIN COUNTY HUMAN SERVICES	60	68.62	11.24
KEYSTONE RURAL HEALTH CENTER	4	67.09	2.82
LANCASTER COUNTY HUMAN SERVICES	39	66.57	9.66
HOLY SPIRIT HOSPITAL	75	65.74	11.08
PHILHAVEN	27	64.91	13.61
Total	205	66.66	11.14

Total Satisfaction Score

Overall Satisfaction: CSS includes 17 questions in the Total Satisfaction Score (TSS). These are questions 7-23 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 17-85. Scores 69-85 indicate a high level of satisfaction, scores 52-68 indicate some level of satisfaction and scores below 51 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 67.61 with a standard deviation 10.126 indicating some level of satisfaction. The TSS scores ranged from 27– 85. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

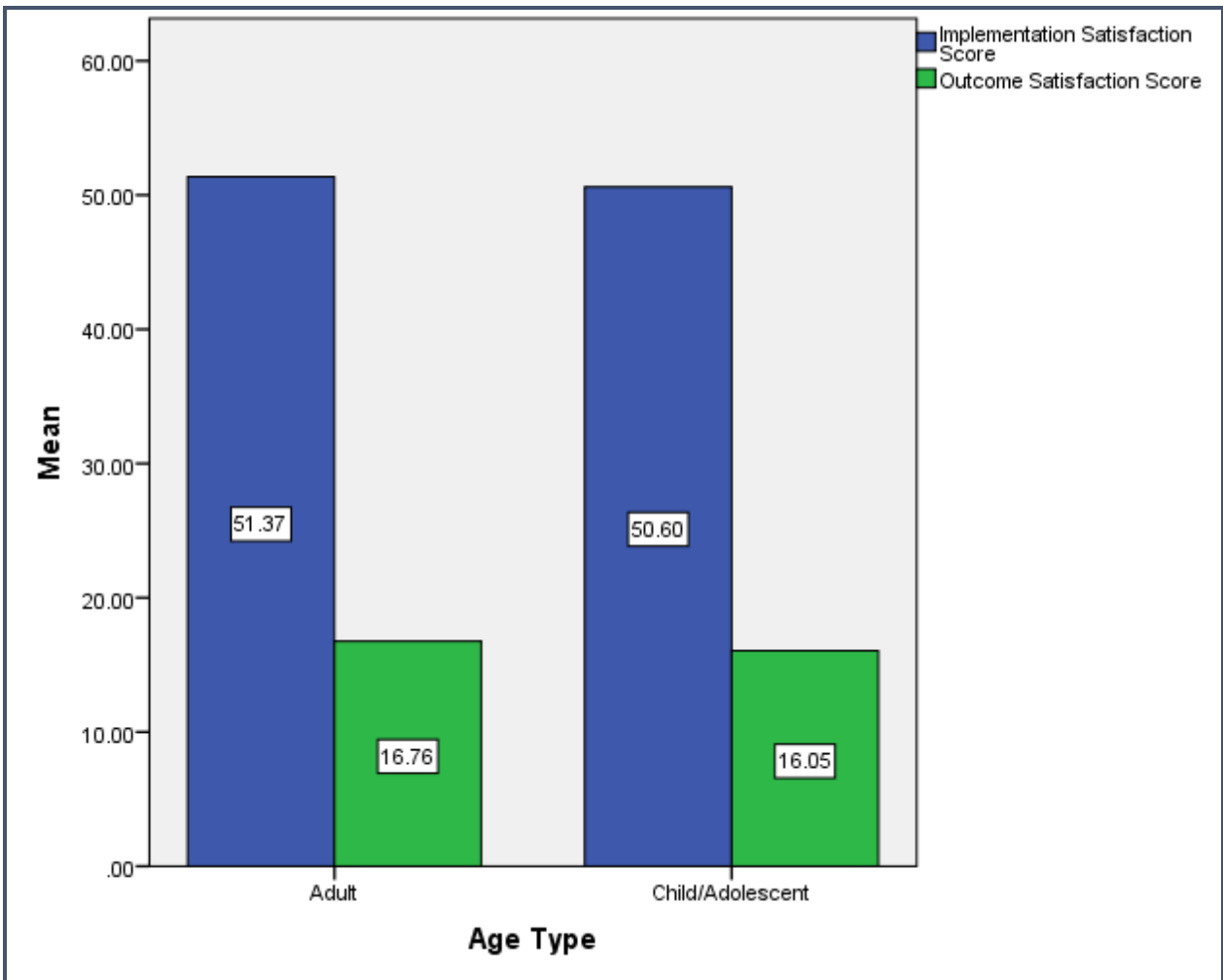


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 13-65. Scores 53-65 indicate a high level of satisfaction, scores 39-52 indicate some level of satisfaction and scores below 39 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 4-20. Scores 17-20 indicate a high level of satisfaction, scores 12-16 indicate some level of satisfaction and scores below 16 indicate some level of dissatisfaction with outcomes of services.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to services and items relating to outcome of services. The mean levels of satisfaction on these two sub-scales are presented below for reference.



Services

The survey has 13 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

Both adult and child/adolescent respondents, unless otherwise noted, reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 90.5% I was treated with dignity and respect by the crisis worker Q15.
- 87.4% I was involved as much as I could be in determining what care I received Q9.
- 86.6% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.3% Child: The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services Q10.
- 85.8% Adult: I felt comfortable asking the crisis worker questions Q13.
- 85.5% Adult: I felt crisis responded to my needs in a timely manner Q8.
- 85.0% Adult: The crisis worker spent adequate time with me Q14.
- 85.0% Adult: I trusted the crisis provider Q16.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 18.5% Child/Adolescent: I felt supported by the crisis worker during my crisis experience Q7.
- 18.5% Child/Adolescent: I felt crisis responded to my needs in a timely manner Q8.
- 15.6% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.
- 15.6% Child/Adolescent: The crisis worker spent adequate time with me Q14.
- 15.6% Child/Adolescent: Overall, I am satisfied with the crisis services I received Q19.

***Summary responses from the Total group of respondents (N=578) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=373) are presented in Table 2.
Summary responses from the Total group Child/Adolescent of respondents (N=205) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=578	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	81.0	12.1	2.8	0.8	1.6
8. I felt crisis responded to my needs in a timely manner.	82.7	11.2	2.8	0.7	1.2
9. I was involved as much as I could be in determining what care I received.	87.4	6.9	2.9	0.6	1.2
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	83.4	9.5	2.8	0.7	1.6
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.0	10.9	3.0	1.1	9.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.2	14.0	2.8	0.9	3.1
13. I felt comfortable asking the crisis worker questions.	84.4	9.2	2.8	0.8	2.2
14. The crisis worker spent adequate time with me.	81.0	11.8	2.7	0.8	1.2
15. I was treated with dignity and respect by the crisis worker.	90.5	5.4	2.9	0.6	0.9
16. I trusted the crisis provider.	83.2	9.2	2.8	0.7	1.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	79.9	8.8	2.9	0.9	4.3
18. The crisis worker explained the advantages and limitations of my recommended care.	75.1	11.8	2.8	0.9	3.5
19. Overall, I am satisfied with the crisis services I received.	83.4	11.8	2.7	0.7	0.5

Table 2 – Total Satisfaction – Services Questions - Adult

N=373	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	82.8	8.6	2.8	0.8	2.4
8. I felt crisis responded to my needs in a timely manner.	85.5	7.2	2.9	0.7	1.9
9. I was involved as much as I could be in determining what care I received.	86.9	7.5	2.8	0.7	1.3
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	81.8	9.4	2.8	0.7	1.1
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.0	10.5	2.9	1.1	7.8
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	76.1	13.1	2.7	0.9	2.7
13. I felt comfortable asking the crisis worker questions.	85.8	8.0	2.9	0.7	2.1
14. The crisis worker spent adequate time with me.	85.0	9.7	2.8	0.7	0.8
15. I was treated with dignity and respect by the crisis worker.	90.9	4.6	2.9	0.5	0.8
16. I trusted the crisis provider.	85.0	8.3	2.8	0.7	0.8
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	81.2	7.8	2.9	0.9	4.0
18. The crisis worker explained the advantages and limitations of my recommended care.	74.0	11.3	2.8	0.9	3.8
19. Overall, I am satisfied with the crisis services I received.	86.6	9.7	2.8	0.6	0.3

Table 3 – Total Satisfaction – Services Questions – Child/Adolescent

N=205	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	77.6	18.5	2.6	0.8	0.0
8. I felt crisis responded to my needs in a timely manner.	77.6	18.5	2.6	0.8	0.0
9. I was involved as much as I could be in determining what care I received.	88.3	5.9	2.9	0.6	1.0
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	86.3	9.8	2.9	0.8	2.4
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.1	11.7	3.1	1.2	11.2
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	78.0	15.6	2.8	1.0	3.9
13. I felt comfortable asking the crisis worker questions.	82.0	11.2	2.8	0.8	2.4
14. The crisis worker spent adequate time with me.	73.7	15.6	2.7	0.9	2.0
15. I was treated with dignity and respect by the crisis worker.	89.8	6.8	2.9	0.6	1.0
16. I trusted the crisis provider.	80.0	10.7	2.8	0.8	1.5
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	77.6	10.7	2.9	1.0	4.9
18. The crisis worker explained the advantages and limitations of my recommended care.	77.1	12.7	2.8	0.9	2.9
19. Overall, I am satisfied with the crisis services I received.	77.6	15.6	2.7	0.8	1.0

Outcomes of Services

The survey asks consumers 4 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 71.6% to 78.5% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 12.6% to 16.6% of responses reflect that no change has resulted from involvement in services. Only 4.7% to 8.1% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=578) are presented in Table 4. Summary responses from the Total group Adult respondents (N=373) are presented in Table 5. Summary responses from the Total group Child/ Adolescent of respondents (N=205) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – All Respondents

Total N=578	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
20. Feeling in control of my crisis situation.	78.5	12.6	5.4	2.9	0.8	3.5
21. Feeling in control of my life.	71.6	16.6	8.1	2.8	0.9	3.6
22. Coping with personal crisis.	77.3	14.7	5.0	2.8	0.8	2.9
23. How I feel about myself.	78.4	15.1	4.7	2.8	0.7	1.9

Table 5 – Total Satisfaction – Outcomes of Services Questions - Adult

Total N=373	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
20. Feeling in control of my crisis situation.	81.0	11.3	4.3	2.9	0.8	3.5
21. Feeling in control of my life.	72.9	15.5	8.0	2.8	0.9	3.5
22. Coping with personal crisis.	78.3	15.3	4.3	2.8	0.7	2.1
23. How I feel about myself.	83.6	11.5	2.7	2.9	0.6	2.1

Table 6 – Total Satisfaction – Outcomes of Services Questions - Child/Adolescent

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=205						
20. Feeling in control of my crisis situation.	74.1	15.1	7.3	2.8	0.8	3.4
21. Feeling in control of my life.	69.3	18.5	8.3	2.8	0.9	3.9
22. Coping with personal crisis.	75.6	13.7	6.3	2.9	0.9	4.4
23. How I feel about myself.	68.8	21.5	8.3	2.7	0.8	1.5

Satisfaction with the Managed Care Organization

There are 6 survey questions that assess consumer satisfaction with the MCO, Perform Care.

- 46.5% of respondents (269 of the 578) reported that they had received a copy of the Perform Care member handbook, 34.6% (200) did not receive a member handbook, 15.1% (87) were not sure, and 3.8% (22) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	578	269 46.50%	200 34.60%	87 15.10%	22 3.80%
Adult					
Cumberland	81	27 33.30%	29 35.80%	13 16.00%	12 14.80%
Dauphin	141	61 43.30%	63 44.70%	17 12.10%	0 0
Lancaster	84	24 28.60%	40 47.60%	18 21.40%	2 2.40%
Lebanon	58	26 44.80%	24 41.40%	7 12.10%	1 1.70%
Perry	9	3 33.30%	4 44.40%	2 22.20%	0 0
Child/Adolescent					
Cumberland	56	29 51.80%	8 14.30%	13 23.20%	6 10.70%
Dauphin	66	43 65.20%	17 25.80%	5 7.60%	1 1.50%
Lancaster	39	27 69.20%	7 17.90%	5 12.80%	0 0
Lebanon	28	18 64.30%	5 17.90%	5 17.90%	0 0
Perry	16	11 68.80%	3 18.80%	2 12.50%	0 0

***Surveyor reports: Does Not Apply responses include individuals who reported they did not know who Perform Care was.**

- 87.5% of respondents (506 of the 578) reported that they are aware of their right to file a complaint or grievance. 7.1% (41) were not aware of their right to file a complaint or grievance, 0.7% (4) were not sure, and 4.7% (27) reported that this question did not apply.

	Total	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	578	506 87.50%	41 7.10%	4 0.70%	27 4.70%
Adult					
Cumberland	81	62 76.50%	5 6.20%	0 0	14 17.30%
Dauphin	141	134 95.00%	7 5.00%	0 0	0 0
Lancaster	84	73 86.90%	7 8.30%	3 3.60%	1 1.20%
Lebanon	58	45 77.60%	12 20.70%	1 1.70%	0 0
Perry	9	9 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	56	44 78.60%	2 3.60%	0 0	10 17.90%
Dauphin	66	62 93.90%	3 4.50%	0 0	1 1.50%
Lancaster	39	37 94.90%	2 5.10%	0 0	0 0
Lebanon	28	24 85.70%	3 10.70%	0 0	1 3.60%
Perry	16	16 100.00%	0 0	0 0	0 0

***Surveyor reports: Does Not Apply responses include individuals who reported they did not know who Perform Care was.**

- 67.5% of respondents (390 of the 578) reported that they knew who to call to file a complaint or grievance. 23.7% (137) reported that they did not know who to call, 2.6% (15) were not sure, and 6.2% (36) reported that this question did not apply.

	Total	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	578	390 67.50%	137 23.70%	15 2.60%	36 6.20%
Adult					
Cumberland	81	62 76.50%	6 7.40%	2 2.50%	11 13.60%
Dauphin	141	85 60.30%	52 36.90%	3 2.10%	1 0.70%
Lancaster	84	43 51.20%	30 35.70%	5 6.00%	6 7.10%
Lebanon	58	38 65.50%	13 22.40%	2 3.40%	5 8.60%
Perry	9	5 55.60%	3 33.30%	1 11.10%	0 0
Child/Adolescent					
Cumberland	56	40 71.40%	5 8.90%	1 1.80%	10 17.90%
Dauphin	66	52 78.80%	13 19.70%	0 0	1 1.50%
Lancaster	39	30 76.90%	8 20.50%	0 0	1 2.60%
Lebanon	28	21 75.00%	5 17.90%	1 3.60%	1 3.60%
Perry	16	14 87.50%	2 12.50%	0 0	0 0

- 17.6% of respondents (102 of the 578) reported that they had called Perform Care in the last twelve months for information. 72.1% (417) did not call Perform Care within the last twelve months, 2.6% (15) were not sure, and 7.6% (44) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	578	102 17.60%	417 72.10%	15 2.60%	44 7.60%
Adult					
Cumberland	81	5 6.20%	59 72.80%	1 1.20%	16 19.80%
Dauphin	141	15 10.60%	117 83.00%	4 2.80%	5 3.50%
Lancaster	84	19 22.60%	59 70.20%	3 3.60%	3 3.60%
Lebanon	58	3 5.20%	51 87.90%	1 1.70%	3 5.20%
Perry	9	1 11.10%	8 88.90%	0 0	0 0
Child/Adolescent					
Cumberland	56	15 26.80%	30 53.60%	2 3.60%	9 16.10%
Dauphin	66	17 25.80%	44 66.70%	1 1.50%	4 6.10%
Lancaster	39	15 38.50%	19 48.70%	3 7.70%	2 5.10%
Lebanon	28	6 21.40%	20 71.40%	0 0	2 7.10%
Perry	16	6 37.50%	10 62.50%	0 0	0 0

- 88.2% of those that requested information from Perform Care (90 of the 102) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 4.9% (5) were not able to get information without delays, and 6.9% (7) were not sure.

	Total	Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.		
		Yes	No	Not Sure
Total	102	90 88.20%	5 4.90%	7 6.90%
Adult				
Cumberland	3	2 66.70%	1 33.30%	0 0
Dauphin	13	12 92.30%	0 0	1 7.70%
Lancaster	21	17 81.00%	1 4.80%	3 14.30%
Lebanon	4	3 75.00%	0 0	1 25.00%
Perry	0	0 0	0 0	0 0
Child/Adolescent				
Cumberland	14	13 92.90%	1 7.10%	0 0
Dauphin	16	16 100.00%	0 0	0 0
Lancaster	19	16 84.20%	1 5.30%	2 10.50%
Lebanon	6	5 83.30%	1 16.70%	0 0
Perry	6	6 100.00%	0 0	0 0

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

- 95.8% of respondents (207 of the 216) report when they call Perform Care staff treats them courteously and with respect. 2.8% (6) reported that Perform Care staff did not treat them courteously and with respect, and 1.4% (3) were not sure.

	Total	Q5 When I call PerformCare staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	216	207 95.80%	6 2.80%	3 1.40%
Adult				
Cumberland	25	24 96.00%	1 4.00%	0 0
Dauphin	36	34 94.40%	2 5.60%	0 0
Lancaster	49	45 91.80%	2 4.10%	2 4.10%
Lebanon	4	3 75.00%	0 0	1 25.00%
Perry	1	1 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	24	24 100.00%	0 0	0 0
Dauphin	28	28 100.00%	0 0	0 0
Lancaster	32	32 100.00%	0 0	0 0
Lebanon	6	6 100.00%	0 0	0 0
Perry	11	10 90.90%	1 9.10%	0 0

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

- 94.4% of respondents (286 of 303) report overall they are satisfied with their interactions with Perform Care. 3.6% of respondents (11) report overall they are not satisfied with their interactions with Perform Care, and 2.0% (6) were not sure.

	Total	Q6 Overall, I am satisfied with the interactions I have had with PerformCare.		
		Yes	No	Not Sure
Total	303	286 94.40%	11 3.60%	6 2.00%
Adult				
Cumberland	29	26 89.70%	2 6.90%	1 3.40%
Dauphin	39	36 92.30%	3 7.70%	0 0
Lancaster	51	47 92.20%	2 3.90%	2 3.90%
Lebanon	55	54 98.20%	0 0	1 1.80%
Perry	2	2 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	24	22 91.70%	1 4.20%	1 4.20%
Dauphin	29	29 100.00%	0 0	0 0
Lancaster	34	32 94.10%	2 5.90%	0 0
Lebanon	28	27 96.40%	1 3.60%	0 0
Perry	12	11 91.70%	0 0	1 8.30%

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

Perform Care Comments:

Q1 I have received a copy of the Member Handbook from Perform Care.

- A long time ago.
- I do not think they did.
- No. They did not send me anything.
- Surveyor reports: Does Not Apply responses include individuals who reported they did not know who Perform Care was.

Q2 I am aware of my right to file a complaint or grievance.

- I have done that before.
- Surveyor reports: Does Not Apply responses include individuals who reported they did not know who Perform Care was.

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Q3 I know whom to call to file a complaint or grievance.

- No, but I would google it.
- I have filed a complaint (2).
- Not sure. I could figure it out.
- Yes. I tried to complain about the doctor.
- My social worker takes care of everything.
- While my daughter was at the Meadows there was no education. I filed a complaint with Perform Care.

Q4 In the last twelve months, did you call member services at Perform Care to get information?

- Yes, my brother called.
- I called for my son.
- Yes, a correction on my paper was needed.
- No, I did not call myself but people from my other treatment services called for me.
- I called to get a doctor.
- No. I had no need to call them.
- They call here.
- They called me (2).

Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- Still in the process.
- Perform Care has been assisting us with a \$3000 bill from Brook Lane which should not have been billed to us.
- No, nothing happens with Perform Care.
- Yes I was able to get information, but only because my daughter agreed to it.
- No. All they do is give you a list of services and say good luck.

Q5 When I call Perform Care staff treats me courteously and with respect.

- Yes, they are really helpful.
- No, the person I spoke with had an attitude.
- Perform Care has been very good and top notch.

Q6 Overall, I am satisfied with the interactions I have had with Perform Care.

- Not sure. Some services have been denied.
- No. I receive little help.
- No. My input as a parent is not valued.
- Other than the issues with the attitude yes, I am satisfied with the interactions.
- I like when Perform Care calls to see how the visit was.
- Yes, however I wish they would call me by my chosen name.
- No. It is hard to find doctors.

Additional Comments

- I was satisfied with the care that they provided me.